



Last Updated: 03/09/2022

EDCD Service Authorizations - Processing Backlog in September 2013

The purpose of this memorandum is to notify Home and Community Based providers of the status of the Elderly or Disabled with Consumer Direction (EDCD) Waiver services authorizations. The Department of Medical Assistance Services (DMAS) has instructed the service authorization contractor, KePRO, to perform an expedited review of all requests currently in the EDCD Waiver queue. Additional contract staff have been hired and DMAS' staff deployed to assist in these efforts. This should result in clearing the backlog of agency and consumer-directed service authorizations by no later than September 27, 2013, and the payment of timesheets through October 2, 2013.

A new reason code, 1173, will be used on the expedited authorizations. The expedited authorizations will read "Approved. Post clinical review may warrant adjustments to this PA." KePRO will not review for medical necessity at this time in order to best insure a continuation of services. If upon later review the clinical documentation does not support the authorization, KePRO will request additional documentation by the provider. The provider must respond to this request in the time frame indicated by KePRO. If the provider does not respond, KePRO will base the final determination on the information that it has received.

The extensive backlog of the EDCD Waiver queue was a result of the respite renewals. Most of the respite renewals were due at the same time for reauthorization. When DMAS posted the respite segments for 7/1/13 - 8/31/13, it prompted providers to submit respite requests for the remainder of the fiscal year. This, on top of the normal amount of requests that were received, caused all service requests for the EDCD Waiver to further backlog. If you have already submitted a request for EDCD waiver services, **please do not submit a duplicate request**. Submission of duplicate requests **will significantly impede** the ability of DMAS to clear the backlog of service authorizations. You may check the status of your request through KePRO's provider portal or ARS.

DMAS has authorized the Fiscal/Employer Agent, PPL, to add additional payroll cycles outside of the normally scheduled payrolls to ensure that DMAS has the ability to release payments to attendants as soon as service authorizations are approved. Timesheets will be paid that have met all necessary payroll requirements. Electronic



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timesheet users are strongly encouraged to submit paper timesheets by facsimile to PPL as soon as possible for expedited payment. Payments will

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be issued in an expedited manner beginning September 17 through October 2, 2013. Additional information will be provided to the consumer directed attendants by PPL.

Payments for agency-directed services will also be made as authorizations are approved.

Methods of Submission to KePRO

All submission methods and procedures are fully compliant with the Health Insurance Portability and Accountability Act (HIPAA) and applicable federal and state privacy and security laws and regulations. Providers will not be charged for submissions, via any media type, for service authorization requests submitted to KePRO. KePRO accepts service authorization (srv auth) requests through direct data entry (DDE), fax and phone.

Submitting through DDE places the request in the worker queue immediately. For DDE, providers must use Atrezzo Connect Provider Portal. For DDE, service authorization checklists may be accessed on KePRO's website to assist in assuring specific information is included with each request. To access Atrezzo Connect on KePRO's website, go to <http://dmas.kepro.com>. Facsimiles are entered by staff in the order received.

Provider must register through Atrezzo Connect. The registration process for providers is immediate since it is on-line. From <http://dmas.kepro.com>, providers not already registered with Atrezzo Connect may click "*Register*," which will begin the registration process. Newly registering providers will need their 10-digit National Provider Identification (NPI) number and most recent remittance advice date for YTD 1099



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amount. The Atrezzo Connect User Guide is available at <http://dmas.kepro.com>: Click on the *Training* tab, then the *General* tab.

Providers with questions about KePRO's Atrezzo Connect Provider Portal may contact KePRO by email at atrezzoissues@kepro.com. For service authorization questions, providers may contact KePRO at providerissues@kepro.com. KePRO may also be reached by phone at 1-888- 827-2884, or via fax at 1-877-OKBYFAX or 1-877-652-9329.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only and have your Medicaid Provider Identification Number available when you call.